From: "Julie Enzweiler" <Julie Enzweiler@buzzmetrics.com>. Sent:9/6/2007 2:37 PM. <greg_bryan@toyota.com>;<gordon_rush@toyota.com>. To:[~] Cc: [-] <Ray Shinozaki@toyota.com>; <Randy Wagner@toyota.com>; <Jeff Northrup@toyota.com>; "Bill Stephenson" <Bill Stephenson@buzzmetrics.com>, "Michael Lamontagne" <Michael Lamontagne@buzzmetrics.com>; "Scott Hamm" <Scott.Hamm@buzzmetrics.com>; "Stephen Landry" <Stephen Landry@buzzmetrics.com>; <craig_erickson@toyota.com>; <matt_allen@toyota.com>; <brian_lyons@toyota.com>; <Randy_Reida@toyota.com>; <Howard_Abrahams@toyota.com>; <Russell Suzuki@toyota.com>; <Bill Zlaket@toyota.com>; <Mike Robinson@toyota.com>; <Gary Heine@toyota.com>; <Bob Nagai@toyota.com>; <Tom Krembs@toyota.com>; "Joe Colacurcio" <Joe.Colacurcio@buzzmetrics.com>. Bcc:[-] Subject: NBZM Toyota PQSS Executive Summary through 09-1-2007.

Hi Guys,

Attached you will find the Toyota Quality Executive Summary report reflecting data from August 16 – September 1, 2007. The reporting site (http://toyota.reports.buzzmetrics.com/main.asp) has also been updated with the latest information. This report contains multiple High Priority quality issues. Below you will find an Executive Summary of what is contained in this bi-weekly report.

Toyota

Camry Current Generation

- · "Spongy" Brakes
- · Rough Idle
- Transmission Flare

Celica Overall

· Clutch/Transmission Problems

Corolla Current Generation

- Auto Transmission Issue
- Engine Noises

FJ Cruiser Overall

Engine Bay Body Rips

Prius Current Generation

- Issues with Refueling
- Computer Needs Replaced after One Day
- Inverter Coolant Pump Needs Replaced
- · Headlights Intermittently Stop Working

Sienna Current Generation

- · Poor Welding on Doors/Sliding Door Issues
- A/C Problems
- · Brake Pedal Touches Floor
- SRS Light Flashing

Tacoma Current Generation

- Frame Rust
- Steering Vibration
- Suspension Issues

Lexus

Lexus ES300 Overall

Hard Jerk and Clunk Sound upon Shifting from Park to Reverse Vehicle will not Shift into Reverse

Lexus ES350 Overall

· Issue with Floor mats Interfering with Pedals

Lexus GS300 Previous Generation

· Clunking Noise

Lexus GS400 Overall

High Speed Vibrations

Lexus GS430 Previous

Timing Belt Longevity

Lexus GX470 Overall

· Air Conditioning (A/C) Problems

Lexus IS250 Overall

- · Brake Dust TSB
- · Paint Imperfections.

Lexus IS300 Overall

· TRAC light, Vehicle Stalling

Lexus IS350 Overall

· Metallic Rattle upon Engine Ignition

Lexus LS430 Overall

Oxygen Sensors and VSC Light after Diagnostic Check

Lexus LS460 Overall

Excessive Wind Noise. Lexus RX300 Overall Power Issues Intermittent Stalling Lexus RX330 Overall A/C Problems Backup Camera Problem Passenger Outside Mirror Lexus RX350 Overall Inside Edge Abnormal Tire Wear Dash Rattles Vehicle Pulls to the Right Scion Scion tC Overall Acceleration Hesitation During Quick Shifts at High RPMs Noise while using Auxiliary Input Scion xB Overall Cracked Windshields Stuck Parking Brake Thanks, Julie Julie A. Enzweiler Senior Research Analyst Nielsen BuzzMetrics The Global Measurement Standard in Consumer-Generated Media 50 West RiverCenter Blvd. Covington, KY41011

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